

IBMhq Test Case Execution Report

Test Case Name:Add Attachment - 1

Requirement Name: CX

Execution Start Time:2020-08-10 19-47-50

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
7	6	1	Fail	1

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickonSideNavigation is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. On the left, a navigation menu is open, showing options like Home, Analytics, Incidents, My Inbox, Queues, My Incidents, Contacts, Organizations, and Tasks. The 'Incidents' section is selected. The main area shows a table of incidents with columns: Status, Full Name, Queue, Date Last Updated, and Reference #. The table contains 10 rows of incident data, all with a status of 'Open'. The bottom of the screen indicates '992 Records'.

Status	Full Name	Queue	Date Last Updated	Reference #
Open	Minhaj Ameen		08/10/2020 07:46 PM	200810-000045
Open	Minhaj Ameen		08/10/2020 04:51 PM	200810-000036
Open	Minhaj Ameen		08/10/2020 03:28 PM	200810-000030
Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
Open			07/27/2020 05:28 PM	200727-000000
Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076

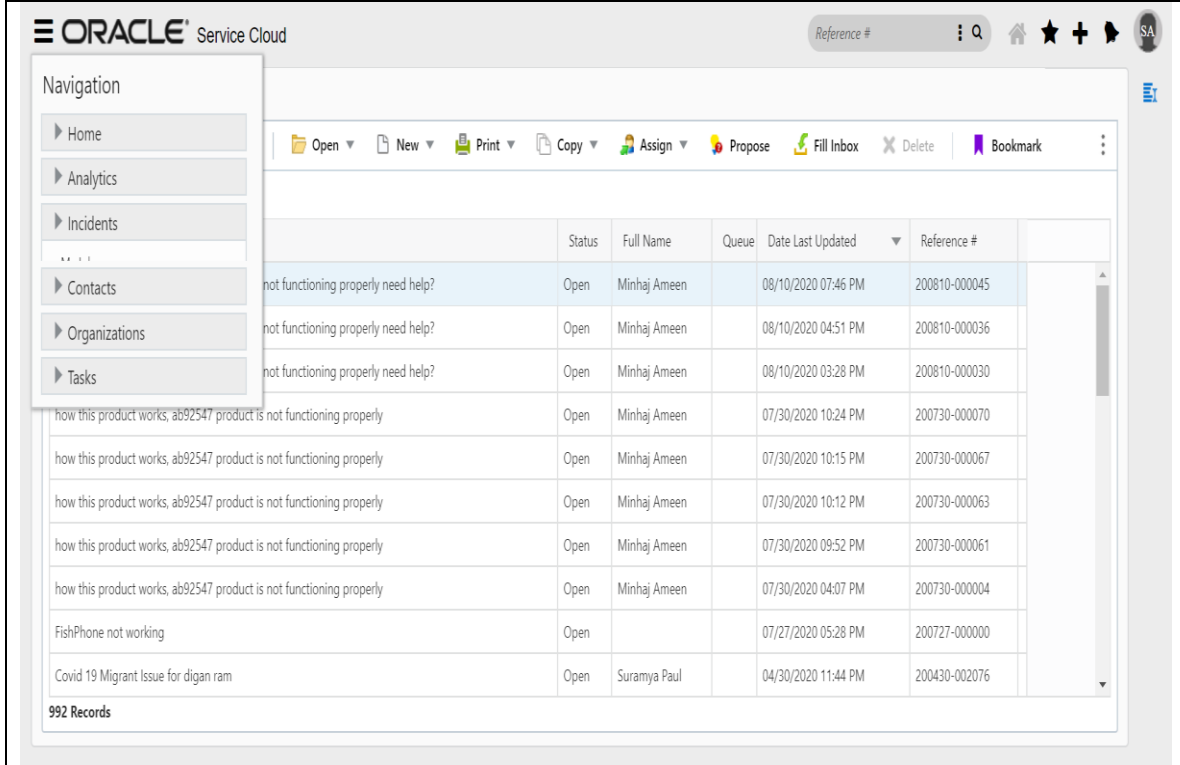
Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



ORACLE Service Cloud

Reference #

Navigation

- Home
- Analytics
- Incidents
- Contacts
- Organizations
- Tasks

Open New Print Copy Assign Propose Fill Inbox Delete Bookmark

	Status	Full Name	Queue	Date Last Updated	Reference #
not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 07:46 PM	200810-000045
not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 04:51 PM	200810-000036
not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 03:28 PM	200810-000030
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
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how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076

992 Records

Step No:3

Step Description: click on Sub incident menu

Expected Result: click on Sub incident menu

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud interface. On the left, a 'Navigation' sidebar lists options: Home, Analytics, Incidents, Contacts, Organizations, and Tasks. The 'Incidents' menu is highlighted. The main area shows a table of incidents with columns: Status, Full Name, Queue, Date Last Updated, and Reference #. The table contains 10 rows of incident data. At the bottom, it indicates '992 Records'.

	Status	Full Name	Queue	Date Last Updated	Reference #
not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 07:46 PM	200810-000045
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FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076

992 Records

